



*Dale R. Folwell, CPA*  
STATE TREASURER OF NORTH CAROLINA  
DALE R. FOLWELL, CPA



## HBR Monthly Webinar

April 17, 2019

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*A Division of the Department of State Treasurer*

# Agenda

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- Terminated Member Shell Cleanup
- QLE/Dependent Verification Outreach Reminders
- Retirement Auto-Enrollment
- Blue Cross NC ID Cards
- On-Site Trainings
- Open Enrollment Trainings – Coming Soon!
- Pre-65 Meetings Under Way
- State Health Plan 101 Webinar Series



# Terminated Member Shell Cleanup

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- The State Health Plan and Benefitfocus are working to eliminate multiple employee enrollment shells in eBenefits.
- The shell should remain open for employees who never enroll in benefits.
- We will identify subscribers that have 2017, 2018 and 2019 coverage refusals who have duplicate shells with active coverage on one shell and inactive coverage on another shell.
- A mass termination was completed on March 29, 2019. Groups and HBRs were notified.
- Moving forward, this cleanup will need to be maintained by HBRs from each group.
- The removal of the inactive shells should be individually reviewed by HBRs prior to the member's shell being terminated.
- HBRs will need to perform a monthly member shell cleanup to keep current to help decrease multiple inactive member shells.
- If you have further questions, please refer to the [eBenefits Shell Termination Process & Audit Process](#) located on the Plan's website or contact the [Account Management Team](#).

# QLE/DEVA Outreach Reminders

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- HBR email outreach is performed every 2-3 weeks after the Plan audits Qualifying Life Events (QLEs) and dependents.
- Outreach emails ask HBRs to reply to let us know that documents have been uploaded, so we can review again and update if needed.
- The status reflected in the email is current at the time of the audit, not when the email is sent. Documents could have been uploaded between those times.
- HBRs **should not** forward these emails to members.
  - It's OK to copy and paste the text in a new email
  - Members should not respond directly to Plan staff via these emails.
- For employees uploading 1040s to verify QLEs or dependents:
  - After April, 1040s for 2018 will be required
  - In May, we will be looking for a 1040 for 2018 or extension documentation along with a 1040 for 2017
- Employees should not use the “Loss of Other Coverage” QLE to add themselves or dependents back to the plan after an audit reversal.
  - Please review tasks carefully and **do not** approve these tasks!

# State Health Plan Retirement Auto-Enrollment

- If eligible, the Plan will automatically enroll new retirees into a health plan, even they did not have coverage as an active employee.
- Retiring employees will see this message at the end of Step 3 of the online retirement application & on page 2 of the 6E form.
- For detailed information, visit the Plan's website, select Retiree Benefits, then scroll down to select [Planning for Retirement](#)

## Guide B. What are the steps in the retirement p

### Basic Steps in the Retirement Process

1. Read, complete, and sign this form (Form 6). Submit your application packet which includes a Form 6, proof of birth, and Social Security statement, if applicable.
2. Receive, complete, and return Form 170, Form 290 (see Guide D), and Form 333, if applicable (see Guide D).
3. Receive, complete, and submit Form 6E, to choose a retirement payment option, and Form 333BEN, if applicable.
4. If you are eligible for State Health Plan retiree group coverage, you will be automatically enrolled into a health plan after you have submitted, and the Retirement System has processed, your Form 6E. Retiree group coverage begins on the first day of the month following your effective date of retirement. Complete and return Form 336 (see Guide F).
5. Receive your first benefit check, and cash it if you are sure of your retirement choices.
6. Receive all subsequent payments through direct deposit. Maintain your benefit account (see Guide D).



Please note: If you are eligible, the State Health Plan will automatically enroll you into a health plan, even if you did not have coverage as an active employee. You will receive a letter from the State Health Plan outlining your health plan options and any necessary actions. For more information, please read the [Planning for Retirement page](#) on the State Health Plan website.

# Blue Cross NC ID Cards

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- Blue Cross NC has identified an issue with duplicate ID cards being mailed out.
- New hires and members who have recently requested ID cards are impacted.
- The duplicates were sent out in one envelope.
  - For example: If a subscriber ordered ID cards for herself & 3 dependents, the member would receive 8 cards in the envelope instead of 4.
- Blue Cross NC is working with their vendor to address this issue immediately.





# On-Site HBR Trainings Going on Now!

- The State Health Plan is hosting in-person trainings statewide from now through June.
- These sessions are great for a refresher as topics will include:
  - ✓ eBenefits Overview & Reports
  - ✓ eBilling
  - ✓ Benefits
  - ✓ Documentation & QLEs
- Visit the [HBR Upcoming Trainings](#) page for location details and to register.
- Regional HBR Trainings:
  - April 22 in Wayne County
  - May 3 in Mecklenburg County
  - May 17 in New Hanover County
  - June 24 in Watauga County
- Specialized HBR Trainings:
  - May 13 in Halifax County
  - June 25 in Caldwell County



# Open Enrollment Trainings – Coming Soon!

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- The State Health Plan will host 2020 Open Enrollment onsite training sessions and webinars in July and August.
- These sessions will review plan options and changes to assist HBRs in educating employees through the Open Enrollment process.
- We will be sending more detailed information in regard to dates, locations and times soon.



# Medicare Eligible Information Sessions

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- The State Health Plan is offering in-person information sessions on “Understanding Your Medical Plan Options When You Become Medicare-Eligible.” These popular sessions are free of charge and are designed for active employees who will soon be 65, are already 65 or older, and retirees getting ready to turn 65.
- Each session lasts approximately 2 hours and will explain important information regarding Medicare, retirement health benefit options and offer the opportunity to ask questions. The in-person sessions are held across the state and will run through June. To register, employees can visit the State Health Plan website at [www.shpnc.org](http://www.shpnc.org)
- If you have employees nearing retirement, you are encouraged to promote these sessions to them as a resource. As an HBR, you are also welcome to attend to learn more about how to assist your employees through this process.
- If employees are unable to attend an in-person meeting, the Plan is offering convenient online webinars on the same topic now through July. To register for a webinar, employees can visit the website at [www.shpnc.org](http://www.shpnc.org) and click “Upcoming Webinars.”

# State Health Plan 101

- Encourage your employees to attend our State Health Plan 101 webinars, held throughout the year.
- These free webinars help your employees make the most of their Plan benefits, from online tracking tools and pharmacy benefits to tips on getting through Open Enrollment.
- Employees can find State Health Plan 101 webinars, listed by topic, on the Plan website at [www.shpnc.org](http://www.shpnc.org). Just scroll down the main page and look for upcoming webinars!



# Thank You!

## *Questions?*



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